

# Welcome

Welcome Customer Administrator. This manual will show you how to deactivate users within your account with Colorado Interactive. This information is also available on our Registered Services site. All account management is done through our Customer Database. (CDB)

Access Registered Services Page:

<http://www.colorado.gov/registration/>

Log into Customer Data Base (CDB):

<https://cmbs-admin.soltn.cdc.nicusa.com/co/cust-admin/login.html>

## CUSTOMER SUPPORT

### Phone

303-534-3468

Toll free: 800-970-3468

(Available Monday – Friday, 8:00 am – 5:00 pm)

### Email

[support@www.colorado.gov](mailto:support@www.colorado.gov)

### Mail

Colorado Interactive

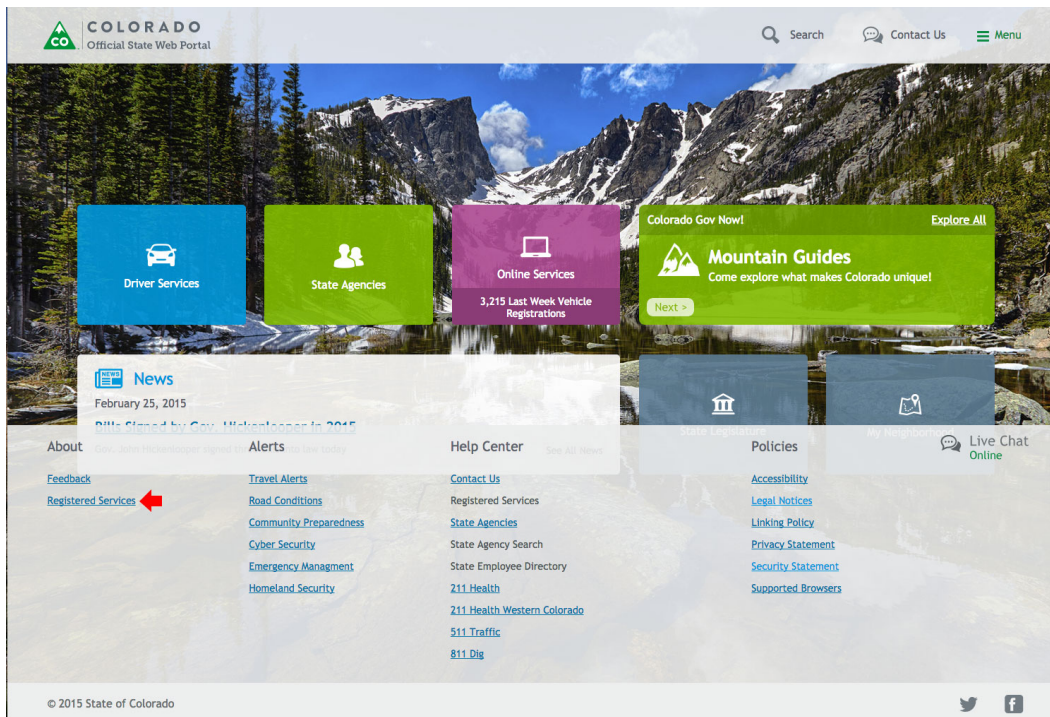
600 17<sup>th</sup> Street, Suite 2150 South

Denver, CO 80202

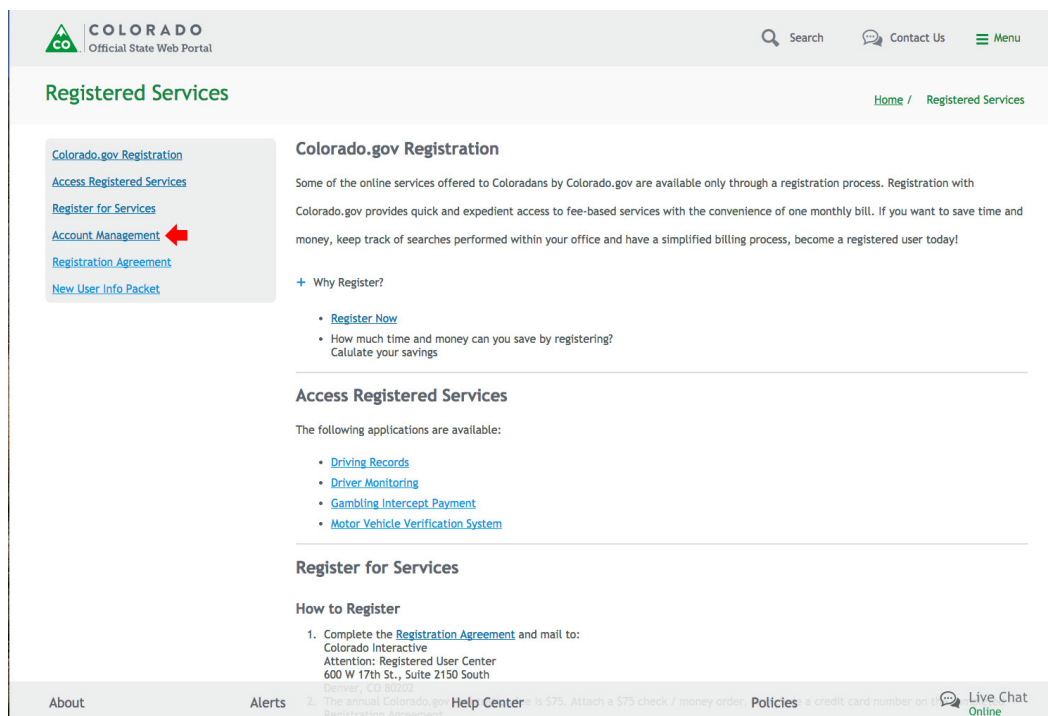
# 1 Deactivate User

This function allows the Customer Admin to deactivate any user at any time.

## 1.1.1 Colorado.gov Homepage-Access Registered Services page



## 1.1.2 Registered Services Page-Access Account Management Section



**1.1.3 Log into CDB (Customer Data Base) –Enter your username and password**

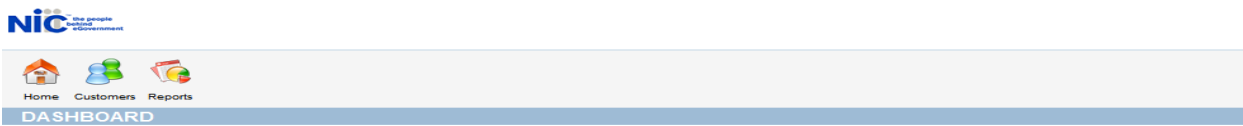


Powerful Partnerships  
for eGovernment™

**Login to Your CDB Account**

Login:

Password:

[Forgot my password](#)

**1.1.4 Select Customer****1.1.5 Select Users**


Home Customers Reports

General Information  
Billing Information  
**Users**  
Pay Online

**CUSTOMER SUMMARY**

Home > Customers > Customer Summary

**Customer Information**

Customer Name:	ABC Company	Customer Number:	100361
Contact Name:	Smith John	Phone:	123-456-7890
Contact Email:	<a href="mailto:johnsmith@abccompany.com">johnsmith@abccompany.com</a>	Secondary Phone:	
Status Code:	Active	Fax:	
Date Activated:	08/27/2009	Customer Address:	123 Main Denver, C USA
NIC Customer:		Secondary NAICS Code:	
Status Changed:	08/27/2009		
Primary NAICS Code:			

**Aging Information**

Balance	0-30 Days	31-60 Days	61-90 Days

**Address Information**

Address 1:	123 Main St
Address 2:	
City:	Denver
State/Province:	Colorado
Postal Code:	80202
Country:	USA

**Phone Information**

Phone:	123-456-7890
Secondary Phone:	
Fax:	
Mobile:	

### 1.1.6 User Deactivation

Find the user you wish to deactivate in user list and click on their 'Active' link once as shown below.

The screenshot shows the 'USERS' section of the application. The breadcrumb trail is 'Home > Customers > Customer Summary > Users'. The customer information shows 'Customer Name: ABC Company' and 'Customer Number: 100361'. There are 2 total records. The user list table has columns: Login, Name, Login Type, Email, Phone, Status, and actions. The first user is Jane Doe (User, johndoe@abccompany.com) with status 'Active'. The second user is John Smith (Customer Admin, johnsmith@abccompany.com) with status 'Active'. A red arrow points to the 'Active' link for John Smith. There are 'Add User' and 'Add Multiple' buttons at the top right of the table. Navigation links 'First | Previous | Next | Last' are at the bottom right.

Login	Name	Login Type	Email	Phone	Status	
<a href="#">jdoe</a>	Jane Doe	User	johndoe@abccompany.com		Active	<a href="#">New Password</a>
<a href="#">jsmith</a>	John Smith	Customer Admin	johnsmith@abccompany.com		Active	<a href="#">New Password</a>

The page will automatically refresh and display the user as 'Inactive'.

The screenshot shows the 'USERS' section after the user has been deactivated. The breadcrumb trail and customer information remain the same. The user list table now shows John Smith with status 'Inactive'. A red arrow points to the 'Inactive' status. The 'Add User' and 'Add Multiple' buttons are still present. Navigation links 'First | Previous | Next | Last' are at the bottom right.

Login	Name	Login Type	Email	Phone	Status	
<a href="#">jdoe</a>	Jane Doe	User	johndoe@abccompany.com		Inactive	<a href="#">New Password</a>
<a href="#">jsmith</a>	John Smith	Customer Admin	johnsmith@abccompany.com		Inactive	<a href="#">New Password</a>